

The BBC Children in Need Emergency Essentials Programme, delivered by Family Fund Business Services

Guidelines for Referrers

Contents

1. About the programme
2. Who we can help
3. Who we cannot help
4. Who can make grant applications?
5. How to apply
6. Safeguarding
7. Items we can assist with
8. Items we cannot assist with
9. Pre-application requirements
10. Application decisions
11. How does the client receive their award?
12. Items supplied directly to client
13. Cash grants
14. Impact and feedback
15. Right to appeal
16. Contacting Family Fund Business Services

1. About the programme

The BBC Children in Need Emergency Essentials programme is delivered by Family Fund Business Services (FFBS). It aims to provide grant items that meet children and young peoples' most basic needs or are critical to their wellbeing.

2. Who we can help

Applications are only considered on behalf of children and young people from birth up to their 18th birthday.

The programme prioritises applications from children and young people who are facing exceptionally difficult circumstances or who are facing a crisis; are living in severe poverty and suffering deprivation as a result, and who are affected by additional social issues such as domestic abuse, substance misuse, estrangement, disability or serious illness, mental health or behavioural difficulties, abuse or neglect.

Applications are accepted where the child or young persons' family are:

- Experiencing a crisis or emergency, and do not have access to support and have insufficient resources to meet their needs

and

- Experiencing poverty* or destitution**, or are in receipt of any one of the following means tested benefits:
 - Income support
 - Income based Jobseeker's Allowance or Income related Employment and Support Allowance
 - Any housing element/benefit
 - Universal Credit and where earned income is below £7,400.

***poverty**, we mean a child or young person's resources are not sufficient to meet their minimum needs and their income is less than 60% of the current UK median income.

****destitution**, we mean where a child or young person does not have essential basics such as shelter, heating or clothing and has experienced any of the following, twice or more in a month:

- Sleeping rough
- Having one, or no meals a day, for two or more days
- Being unable to heat or light your home for five days or more
- Going without weather appropriate clothes or without basic toiletries.

A child or young person's family must be:

- UK or EU citizens who are normally resident in the UK (including the Channel Islands and the Isle of Man), or
- Have leave to remain or have been granted refugee status.

Discretion may be given where a child or young person, or their family, have an asylum application under assessment.

3. Who can't we help?

Applications based mainly on financial hardship will not normally be considered. By financial hardship we mean families or young people who are struggling to meet everyday living costs and cannot afford to purchase or replace essential household items. Facing financial hardship alone does not make a client eligible for our support and they need to be facing additional social welfare issues in order to be considered.

The programme is not able to accept applications relating to:

- Adults aged 18 and over
 - Applicants who do not meet the income criteria as defined by the programme
 - Young people who are leaving care who can access funding under provisions of Children (Leaving Care) Act, 2000
 - Young people leaving custodial care who can be referred to children's services for a needs assessment under provisions of Children's Act, 1989
- Children and young people who do not meet the residence criteria as defined by the programme.

4. Who can make grant applications?

Before an application can be made, [registration is required](#) from individual professionals supporting children and their families. Applications can only be made by a registered referrer and not directly from clients (families).

The programme encourages professionals from a wide range of professional services supporting vulnerable children. The professional will need to be capable of making an assessment of need, supervising the grant to ensure it is fully spent to meet the needs of the child/children or young person and commit to providing case studies and impact assessments about the grants awarded.

The referrer registration process includes a security check and email verification. Please allow adequate time for this process prior to making an application.

Register as a referrer: www.familyfundsolutions.co.uk/emergency-essentials/

Approved referrers will be issued an individual referrer login to access the online application. Referrers are responsible for keeping a username and password safe and secure and for all activities that take place.

It is important to change the password and contact FFBS immediately if there is any suspicion that any unauthorised persons have accessed a referrer account/login.

It is a breach of FFBS Terms of Use and Data Protection law if login details or passwords are shared in any circumstances.

5. How to apply

Online

The Programme requires all registered referrers to complete and submit an application online. It is our preferred method of applying as it allows for sensitive and confidential information about clients to be securely received and automatically saved.

You can save and return to incomplete applications should you need to obtain further information to complete it.

Postal applications

Paper application forms are available to [download](#). A postal application will only be accepted if it is not possible to use the online application due to client circumstances (i.e. client hospitalisation). The form will need to be completed, signed by yourself and your client, then sent to:

The BBC Children in Need Emergency Essentials Programme
Family Fund Business Services
Unit 4, Alpha Court
Huntingdon
York
YO32 9WN

Postal applications can only be completed by a registered referrer. Referrers will receive notification of the outcome of the grant application by email regardless of application method.

6. Safeguarding

All referrers must ensure that all client information and applications meet the Safeguarding and Data Protection Policies of the referrer's organisation and that any safeguarding issues pertaining to the client are duly considered. Referrers must take all reasonable steps to ensure that children, young people and vulnerable adults are protected in the delivery of their work.

7. Items we can assist with

The programme awards grants for critical household items, typically:

- Electric cookers
- Fridge freezers (including separate under counter items and chest freezers)
- Washing machines and tumble dryers
- Children's beds and bedding (including cots)
- Kitchen equipment and small appliances
- Furniture
- Clothing (in exceptional or emergency situations)

- Baby equipment.

This is not an exhaustive list but the programme only awards key essential items and all grants are discretionary. The maximum grant is around £300 and we are usually only able to assist with one item per successful application. This helps us to assist as many children as we can and provide a level of funding that can meet their needs.

8. Items we cannot assist with

We cannot usually assist with requests for the following items:

- Payment of fuel/utility bills, council tax or rent
- Payment of loans or debts, bankruptcy fees
- Rent costs or deposits
- Household repairs/adaptations/additions
- Holidays, school trips or play schemes
- Childcare/childminding/afterschool clubs
- School uniforms
- Children's toys/Christmas presents
- Specialist medical equipment
- Computers, laptops or mobile phones
- Televisions, DVD or other entertainment equipment
- Musical instruments
- Travel costs or driving lessons
- General subsistence costs
- Funeral costs including cost of headstones
- Items solely for the use of parents e.g. beds for parents.

9. Pre-application requirements

Clients will need to exhaust all possible support from public statutory funds before making an application to the Emergency Essential Programme.

To explore what other support may be available, please check the [Turn2us grant search](#) before applying to the programme.

10. Application decisions

Referrers will receive an email confirmation when an application has been successfully submitted.

Processing grants may take up to 10 working days and an email will be sent to the referrer advising them of the outcome and next steps as appropriate. An outcome notification will be sent regardless of whether or not the application has been successful.

Referrers should not contact us about grant outcomes during the decision process.

If you have additional supporting information or a change of circumstances to report during the decision time, [please email this to us](#).

11. How does the client receive the award?

Items such as kitchen appliances and beds are delivered and installed directly to the client's home. A customer service representative from that company will contact either the referrer or the client (depending on the preference stated within the application) to arrange a delivery date for the awarded item.

It is important that:

- The client is made aware that they will be contacted about delivery/installation
- The correct delivery address and phone number are provided to prevent delays in redeeming the award
- The client is at the premises for all delivery appointments.

We are unable to offer customer preference on items in respect of particular colour, make and models, however we do take into account particular dimensions of where the items need to be installed within the home.

12. Items supplied directly to the client

Kitchen appliances will be delivered and installed directly to the client's home. The client will be contacted within three working days of confirmation of award to arrange delivery. All awarded kitchen appliances will have a 12 months warranty.

Any kitchen appliances being replaced will be removed at time of delivery. These items should be ready to remove (emptied and disconnected and any fridges and freezers fully defrosted).

Beds and other home items will be delivered directly to the client's home. Some items may be delivered as flat packs but most will be assembled on site following delivery. This may require attendance at the recipient's property for an extended period. We cannot take away old beds or mattresses.

Clothing is awarded as a clothing card which can be used at multiple retailers. This is posted to the client directly and is valid for three months from date of award. Clients must keep receipts from clothing purchases as referrers may be asked to provide them.

13. Cash grants

Where possible we will provide items directly rather than awarding a cash grant as this will ensure the client receives their award quickly and safely.

Where there is no suitable alternative to a cash grant, the referrer will need to manage the redemption process with the client.

A cash grant is awarded via BACS to the referrer organisation (not directly to the client.) It is the responsibility of the referrer to ensure the grant is spent appropriately and receipts provided for all purchases which must be made available to FFBS on request. Referrers must obtain authorisation from their organisation to receive and withdraw this payment.

Please supply the organisation's bank details at time of application to prevent any delays.

14. Impact and feedback

It is a requirement of the Programme that referrers obtain feedback from all grant recipients to report on the impact of the grant by:

- Supporting clients to participate in feedback surveys
- Obtaining case studies or stories from clients.

This feedback enables ongoing evaluation and development of the programme. It also supports fundraising activities to enable the programme to continue to assist vulnerable children and young adults.

15. Right to appeal

We expect to receive a high level of applications and we cannot support everyone who applies, therefore we prioritise those in most need, facing exceptionally difficult circumstances.

To appeal a grant decision outcome, please [email the Programme team](#).

Reasons for the appeal should be fully explained and additional supporting material provided. Supporting materials should be pertinent to help the decision maker better understand the client's circumstances.

A decision on an appeal may take up to 28 days and a response will be sent by email to the referrer. We are not able to fast track any appeal requests.

16. Contacting Family Fund Business Services

Family Fund Business Services helpdesk is available for all enquiries about the Programme. Please [email us](#) in the first instant wherever possible, or call 01904 550011. We aim to respond to all enquiries within 24 hours (Monday – Friday)

The BBC Children in Need Emergency Essentials Programme, delivered by Family Fund Business Services is committed to supporting its referrer network to apply confidently and for the clients in most need. The programme offers support, training, communication and engagement through our regional Partnership Managers. They will keep in touch with you and send regular communications about the referrer network and the work of the programme.